**Dale E. Scott**

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**Mount Vernon, WA 98233**

CONTACT INFORMATION:

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**Objective**

IT Professional with 10+ years seeking a Desktop/Helpdesk position. I am very **Customer-focused with a proven capacity to troubleshoot issues to ensure customer satisfaction**.

**Summary of Qualifications**

* Operating Systems: Windows XP, Vista, 7, 8 and 10
* Software: MS Office 1997-2016, MS Exchange, Citrix Metaframe client, Adobe Flash, Reader and Writer, Nitro Pro. Symantec Norton Antivirus, AVG and MS Essentials. Additions software is SAP, RAS, JD Edwards Accounting Software, QNXT, UMK2, Kronos Workforce Management, and Mobile Devices (iphones, Androids Droides and Rim Blackberry software.) Visual Basic 3.0, 4.0, 5.0 JavaScript, Java, Desktop Streaming, Bomgar, Remedy and Trackit ticketing software. Symantec Endpoint Security
* Hardware: PC’S, Laptops, Winterm thin Clients, Blackberry RIM Wireless, HP & Xerox 4090 Network Laser Printers, Mainframe 4381, AS400 as well as HP3000 & HP9000 Mainframe, Versatec 7000, and 8600 OCE Plotters
* Deployment of Computer equipment when was scheduled to be upgraded

Service & Tools: MS SQL Server 6.5 Suite, MS Visio, MS Group Office, Active Directory

**Professional Experience**

**Desktop Support Tier2 Technical Support Specialist FOH & Fed Courts ( SAIC)-November 2018-Present**

• The Desktop Tier 2 Technical Support Specialist will ensure that professional support and response standards are met and maintained.

• Proficient with a variety of domain and email account administration tools and familiar with standard corporate security policies, specifically MS Windows and Office, VPN, remote access, and anti-virus software.

• Communicates moderately complex or technical information, ideas and results effectively in both oral and written form; and compose correspondence and reports.

• Provides troubleshooting/repair within desktop and networking support, IT concepts and software applications.

• Provide second level technical support to users with questions regarding account administration, distribution of software and documentation, system and network status, incident entry via incident management tool and problem management and root cause analysis processes.

• Follow and create detailed operational procedures and help improve the quality of service delivery and provide value added customer services.

• Ensures project schedules and performance requirements are met.

• Development of the organization's goals and objectives and interact daily with supervisors and/or functional peer groups and customers.

• Develops a thorough understanding of client's applicable hardware/software configurations.

• Performs system backup/recovery, basis software management, security management, service desk management software, and asset management.

• Point of contact for troubleshooting hardware, software, PC, and printer problems.

**Enduser Support, (Robert Half In**ternational)-Skagit Hospital and Regional Clinics **August 2018-November 2018**

300 Hospital Parkway, Mount Vernon, WA 98273

* Administer support on a variety of computer hardware and software issues by identifying, researching, and resolving technical problems. Works as a team of Desktop Support tech to help clients at Skagit Valley Hospital and Regional Clinics with Software, Hardware and Network issues.
* Match hardware repairs with the appropriate vendors
* Preserve, inspect, and mend computer systems, hardware, printers, and computer peripherals
* Offer computer desktop support in accordance with established policies and procedures
* Solve computer problems, and implement appropriate action/solution.

**Help Desk Technician, (All Native Group) -Federal Occupational Health August 2016-April 2018**

915 2nd Avenue, Seattle, WA 98174-(Office Moved to Salt Lake City, Utah)

* Take incoming Helpdesk calls; respond~~s~~ to emails from customers with their request for help with software, hardware and network needs
* Provide excellent customer service
* Take care of Federal Occupational customers throughout the US for all federal employees
* Process in new employees and updated the documentation; process out employees who have left the company
* Ship out equipment when requested; ~~and~~ sign in equipment that is returned
* Use Remedy Helpdesk Ticketing System, Windows Remote Desktop Connection
* Help employees with their VPN login issues and update employees request for new passwords
* Used Desktop Streaming to sign into Customers computers to fix issues on their Computers.
* Government Level 6 Clearance BI

**Service Desk Technician-Molina Healthcare April 2012-March 2016**

21540 30th Drive S. E. #400, Bothell, WA 98021

* Excellent oral and written communication skills with a commitment toward customer service
* Experienced at Help Desk issue tracking systems for assignment, delegation, and resolution for

Customer’s issues

* Experience at using centralize tools, and installing software packages
* Knowledge of Microsoft Windows and current MS Office Versions
* Experiences at resolving common Microsoft Outlook issues (e.g., calendar sharing, data migration,
* Email rules and permissions).
* Knowledge of Cisco network products and LAN/WAN hardware administration
* Experienced at troubleshooting Active Directory (AD), TCP/IP networks, and common PC Applications
* Ability to assess and respond to urgent issues in a competent manner
* Ability to abide to policies and procedures
* Ability to maintain attendance to support required quality and quantity of work
* Establishes and maintains positive and effective work relationships with coworkers , clients, members
* provider, and customers Demonstrated desire toward learning new technologies, and maintaining industry standards
* Desire to learn new technology, support policies and methods
* Good organizational skills with ability to prioritize multiple tasks
* Highly motivated and the ability to work with minimal supervision
* Strong analytical skills with the ability to collaborate and solve issues
* Helped Desktop Team with Deployments of Windows 10 upgrade and Office 2013 for various departments throughout the Bothell, WA site from backup the Laptops and PC’s and restoring the customer’s data after each upgrade was completed. .

**NOC Engineer,**  ByteGrid (Robert Half International) Part Time 2013-December 2017

4200 194th Street, S.W. Lynnwood, WA 98036

* NOC Engineers are responsible for monitoring activity, such as network usage, temperatures etc.
* Security checks and clearance for non-authorized personnel
* Actively monitoring of NOC enter servers and escalating network issues to appropriate Network team.

**Desktop Support**, T-Mobile-Northwest Campuses 2011– March 2012 3625 132nd Avenue S.E., Bellevue, WA 98006

* Took care of T-Mobile Employees computing needs such as software, hardware and network needs
* Backup Laptops, PCs, Wipe and install New Windows 10 and MS Office and other software
* Deployed computing equipment through the T-Mobile Headquarters in Factoria, WA.

**Desktop Support, SNC-Lavalin** August 1999-April 2008

19015 North Creek Parkway, Bothell, WA 98011

**Education**

**Largo High School-505 Largo Road, Largo, Md 20774 Years 1977-1980 Diploma**

**Prince Georges Community College-301 Largo Road, Largo, Md 20774-1981-1983**

**Computer Science and Psychology**

**Northshore & Shorline Community College-16101 Greenwood Avenue North, Shoreline, WA 98133**

* Network +
* Dell Certified Systems Expert
* A + Certification Program, Shoreline Community College
* HP Certified Systems Tech

**Volunteer-Community Service-** 1999-July 2018-Christ the King Community Church Youth Leader-Mentoring teens and helping out at with planning current and future events